

**STATE ENHANCED 9-1-1
ADVISORY COMMITTEE
MEETING MINUTES
JULY 17, 2003**

Members Present:

Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*
Mike Akin, *Association of Washington Cities - West*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
Bob Connell, *Verizon*
Dave Cowardin, *Washington State Association of Fire Chiefs*
Jack Cvitanovic, *Department of Health*
Patty Danner, *Urban Counties – East*
Marlys Davis, *King County*
Jon Kaino, *Washington State Association of Counties - West*
Chris Mace, *Washington State Association of Sheriffs and Police Chiefs*
Lynn Mell, *T-Mobile USA*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Dennis Snook, *Washington State Association of Counties - East*
Markus Volke, *Qwest*
Marj Williams, *Urban Counties – West*
Naomi Wu, *Rural Counties - West*

Alternate Members Present:

JoAnn Boggs, *Washington State Emergency Management Association (WSEMA)*
Steve Reinke, *Rural Counties - East*
Patti VonBargen, *Association of Washington Cities - East*

Guests Present:

Ben Keller (*Garfield*), Pam Boad (*Mason*), Lisa Stuebing (*Mason*), Deanna Wells (*Cowlitz*), Diane Harrington (*Verizon*), Mike Fagan (*Sprint*), Cory Ahrens (*WSCJTC*), Lisa Heinrich (*Columbia*), John Didion (*Pacific*), Tim Ticen (*Whatcom*), and Andy Malchest

County Coordinators Present:

Kellie Ottmar (*Adams*), **Patti VonBargen** (*Asotin*), John Fleckenstein (*Chelan*), **Naomi Wu** (*Clallam*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*), Dennis English (*Douglas*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Mary Allen (*Grant*), Peggy Fouts (*Grays Harbor*), Tom Shaughnessy (*Island*), Tracy Stringer (*Jefferson*), Marlys **Davis** (*King*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), Lanette Scapillato (*Lewis*), **Mike Akin** (*Mason*), Kim Scott (*Okanogan*), Stephanie Fritts (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), Jim Ricks (*San Juan*), Deb Welsh (*Skagit*), Dave Cox (*Skamania*), **Marj Williams** (*Snohomish*), Deb McCanna (*Stevens*), Dan Bardsley (*Wahkiakum*), Dac Jamison (*Whatcom*), **Patti VonBargen** (*Whitman*), and Wayne Wantland (*Yakima*),

State Office Staff Present:

Bob Oenning, Kurt Hardin, David Irwin, Catherine Bartholomew, Lorri Hergert, and Teresa Lewis.

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:45am. Members and guests introduced themselves.

Review and Approval of the Minutes (June 12, 2003):

On page 5, under second motion, first sentence – replace the word *adapt* with the word *adopt*. Repeat at the end of the document under Action Items.

On page 5, last sentence on page – change the word ‘*make*’ to ‘*making*’.

On page 6, under New Business – second sentence change the word ‘*set-ups*’ to ‘*sets up*’ – third sentence should read ‘*It also provides some funding to the 911 program, and it says that States will not be taking money from the 911 dedicated funds or they will lose their federal funds.*’

Naomi Wu motioned to approve the minutes from the June 12, 2003 meeting as amended. Jim Quackenbush seconded the motion. The motion carried.

Old Business:

Kurt Hardin recapped the decisions from the June meeting. Kurt also stated that there was a formula error detected and with fixing that error there was more State wireless funding available. All the contracts (*Wireline Operations, Wireless Implementation, & Wireless Operations*) are out to all the counties and have been returned. The wireless operations funding went through Uninterruptible Power System (UPS) and all eligible items were funded in the wireline and implementation contracts. The additional wireless funding available will not be dispersed until after the September Coordinator Forum 2003.

The question was asked why the State office did not pick the option that the Advisory Committee recommended at the June 12 meeting. Bob Oenning stated that he went with option two with the modified eligible funding for mapping coordination reduced to \$35,000 and required a plan from the counties be approved before moving ahead with implementation of high cost items. This decision was based on a need to get contracts in the hands of the counties. Any suggested change would have delayed the contract implementation date of July 1, 2003, and was rejected.

Bob Oenning wanted to recognize the State E911 staff for all the hard work they accomplished getting over a 100 contracts out the door by July 1, 2003.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

Marlys reported on the FCC issues for Dave Griffith. The FCC held a Public Open Commission Meeting July 10, 2003. Topics included reports on the World Radio Conference 2003 and future activities for the Commission’s newly established Homeland Security Policy Council. The Wireless Telecommunications Bureau presented a Report and Order for approval on the compatibility of digital wireless telephones and hearing aids (WT Docket No. 01-309). The FCC wants to make sure that digital wireless phones do not interfere with hearing aids, and that users of hearing aids are also able to use wireless phones.

Recently the FCC issued rules and regulations implementing the Consumer Protection Act of 1991. This is a 164-page Report and Order that establishes the National “Do Not Call” list consumers can register phone numbers (including wireless phones) at <http://donotcall.gov>.

The FCC and the USDA held a kick-off meeting on the “Federal Rural Wireless Outreach Initiative.” The July 2nd news release states:

- *"This partnership is the first of its kind between the Commission and USDA," said John Muleta, Chief of the FCC's Wireless Telecommunications Bureau. "We hope the dialogue from this Initiative will lay the groundwork to expedite the deployment of wireless services throughout rural America."*
- *"The cooperation between USDA and the FCC is essential to make high speed telecommunications happen in rural America," stated Rural Utilities Service Administrator Hilda Legg. "Deploying this technology in a practical, effective manner is crucial to economic growth in rural areas."*
- *Today's meeting was the first in a series of events to (1) promote the exchange of information regarding rural development and telecommunications, and to (2) encourage greater deployment of wireless services.*

The FCC issued its Eighth Annual Report on competition in the wireless industry on June 26. As of the end of 2002, there were nearly 142 million (now at about 148 million) subscribers up from 128 million in 2001. The penetration rate was roughly 49% (now above 50%). Counties where 97% of the U. S. population resides have at least three different digital cellular providers. Approximately 8% of mobile telephone users subscribe to some type of mobile Internet service, but such service only generated about 1% of industry revenues last year.

Number Porting and E9-1-1: In May the CTIA (Cellular Telecommunications & Internet Association) filed a Petition for Declaratory Ruling with the FCC regarding number portability. The petition had several issues including one regarding the call back number during periods of "mixed service." This mixed service period is the interval between service turn on by the new provider and the time the ported number first appears in the database with the new carrier. The period also includes the final disconnect by the old carrier. The FCC responded in a letter to the CTIA on July 3, 2003, recommending that new customers be informed at the point of sale that there may be an interval (and the interval needs to be stated) where the 9-1-1 call taker will not be able to call the customer back if the call is disconnected. In this instance the customer will have to redial 9-1-1. The FCC also hinted the industry needs to reduce the porting interval, which is an administrative (not a technical) problem. CTIA claims the wireline ports take up to four business days to complete, while the wireless industry has set a goal of two and a half hours. The FCC states "we do not view our rules as holding carriers liable for failure to deliver a valid call-back number during the time a port is being completed." The FCC cites Section 20.18(d)(2) which requires "delivering 911 calls and *available* call party information (*italics added*)."

In Docket 94-102, rural carriers (Rural Telecommunications Group) have been seeking relief (May 6th letter) from the Phase II requirements due to technical limitations. Among their claims are:

- *If cell towers are in a straight line along a highway, triangulation is not possible.*
- *Rural carriers are deploying TDMA, but suppliers are not supporting TDMA for Phase II.*
- *Large carriers can average accuracy results between urban and rural areas while small rural carriers cannot.*
- *Rural areas are high cost and purchasing power of small carriers is limited.*
- *Market forces are driving rural operators to GSM, but handset based solutions for Phase II for GSM are not available for 18 to 24 months.*
- *Many states do not have a cost recovery mechanism for carrier's E911 costs.*

QUALCOMM Incorporated (June 19th letter) has been arguing in ex-parte briefings with Commissioners, or their staff, that rural carriers have the option of converting to CDMA and using GPS-assisted handsets, thereby complying with Commission rules and making waivers unnecessary.

The rural carriers (Rural Telecommunications Group) claim (July 3rd letter) that QUALCOMM's ex parte briefings are "distorted" and "self serving." Rural carriers must make decisions between GSM and CDMA based on technology requirements for roaming, switching and relationships they have with nationwide carriers.

Updates on the Wireless WAC

The wireless funding WAC 118-66 is now operational. It has been posted to the State's Web site for the WAC and can be accessed at:

<http://www.leg.wa.gov/wac/index.cfm?fuseaction=chapterdigest&chapter=118-66>

Marlys reported that the combined Wireless and Wireline Funding WAC 118-66 became effective July 1, 2003. There are two versions of the technical WAC. The 1st refers to the FCC language, and the 2nd copies the FCC language word for word. State office is requesting comments and suggestions on which WAC to submit. State office will be sending the two versions to the AAG's office for their opinion on which version they recommend. Please have your comments and suggestions to Dave Griffith by 31 July 2003.

Dave Irwin discussed IVR-LNP (Interactive Voice Recognition – Local Number Portability). Dave asked if everyone had the pin number needed to access the information. If you don't please contact Dave Irwin and he can give you one to use and then recommends that you get your own. Bob and Dave also stated that they would be getting a 1-800 number so that it will not be a long distance call in the future. *Marlys asked that Dave put out the information in an email to the county coordinators so that they can access the information and get their own pin number. Dave stated that he will do that and also be sending out the 1-800 number as soon as he gets it.*

Phase I and Phase II Service Agreements - Marlys reported that the language for the Rural Cellular Corporation Wireless Agreement has been finalized, and cost recovery rates are being discussed. Marlys has still received no response on the Agreements from Cricket or US Cellular. Verizon Wireless has been sending out a bill to counties along with the Service Agreements. Carriers need to understand that the cost recovery rate negotiated with one county has no effect on cost recovery in the other counties. Carriers will need to negotiate the rate with each county. Marlys also handed out the language that will be used for Carrier Cost recovery **[ENCL 1]**.

Carrier Cost Recovery - Carrier cost recovery will only be paid after Phase I and II implementation is completed. In order for a carrier to be eligible to receive cost recovery from the state the carrier must have a signed service agreement with each county where service is provided. Carriers also have to be able to support their costs with documentation. The state and counties will not pay cost recovery if the carrier cannot provide an itemized invoice showing documented costs for cost recovery.

Carriers should not submit invoices to the State or Counties until an agreement (statewide agreement or service agreement between carrier and county) has been signed by both parties. The state is asking that carriers start tracking their recovery costs but not submit invoices yet. The state is working with the carriers to develop a statewide rate for carriers and counties. Dave Griffith is the State E911 point of contact for carriers. Dave can be reached at d.griffith@emd.wa.gov or by phone at 253-512-7015.

Kurt Hardin presented the Phase I **[ENCL 2]** and Phase II **[ENCL 3]** color charts. He stated that the state office has created a database where all the information from these charts as well as additional information has been entered. When you send in updated information please send it to Lorri Hergert at L.Hergert@emd.wa.gov. *An email will be sent out to all the County coordinators and carriers informing them of this (sent on 7/22/03 to the County Coordinators and 7/25/03 to Wireless Carriers).* Kurt stated that unless there is no service in your area you should have Phase I implemented by the

end of this month. You may also access all of this information on the website located at <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Default Routing by MSC - The Subcommittee will be meeting again directly following the Wireless Workgroup meeting. The purpose of this subcommittee is to review and update the default routing numbers and to look at all different situations as to why the router would default. This is an ongoing problem, with defaulted calls going to incorrect PSAPs, so the carriers were encouraged to provide this information as soon as possible so default routed 911 calls can be directed to the appropriate PSAP. The subcommittee is also looking at what should be done with overflow calls, and whether they should be sent to an alternate PSAP or busy out. Reminder to carriers, the subcommittee is made up of State and county people. In order to have information privacy, no carriers are on the subcommittee.

Those carriers that have not already submitted their information (maps or language) on how their system handles default and alternate routing, identifying all possible scenarios of defaulting please do so as soon as possible. Carrier should submit this information to Marlys Davis at marlys.davis@metrokc.gov

LEC Interface Costs - Phase I non-recurring and reoccurring LEC Interface costs will be paid by the State through a statewide agreement. The State will not pay for nonrecurring charges that were not implemented by the June 30, 2003 deadline. The state is anticipating continuing to pay for LEC costs for Phase II as well, depending on available funding. State office is currently working on the format to pay for the LEC Interface costs for Phase II. More information will be given as this is developed.

Public Education - The state office has updated the press release announcing the status of phase I and phase II implementation within Washington State. Counties again are encouraged to review the press release and submit changes and corrections to Lorri Hergert at the state office either by email at l.hergert@emd.wa.gov or by phone at 253-512-7013. The state office will be updating and releasing this information each month. The press release and maps are posted on EMD's Webpage (<http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>).

GIS Technical – Bob Connell:

Bob Connell presented the GIS Technical subcommittees possible solutions to the GIS mapping issue **[ENCL 4]**. One of the possibilities was requested information from counties that could be inputted into the State HAZUS database, then checked to see what the obstacles that kept the counties from replying or how they succeeded in getting the information.

Bob stated that one of the suggestion was also to fund a representative from Washington State to attend the NENA endorsed Urban Regional Information System Association (URISA) National conference in Rhode Island in August of 2003. The State office and the Advisory Committee agreed to do this. There was a request that the representative to report back to both the Advisory Committee and at the September County Coordinator Forum.

Bob stated that there is a GIS Sub-committee meeting immediately following today's Advisory Committee meeting.

STATE OFFICE REPORTS:

Financial Status:

Catherine stated that there were no charts for this month, because she wanted to give the most accurate financials to date. As of this date, payment requests for FY03 wireline contracts amounted to \$6,238,849.26.

Catherine stated that for the FY04 contracts requirements for monthly A-19's will be enforced (There will be no exceptions to this). Also, any items that are over 45 days old may not be paid. And finally, if A-19's are not received on a monthly basis, then the de-obligation process will be started. It was also requested that if the county is going to purchase a big-ticket item – that you start the process now.

September 15, 2003 your wireless implementation plans are due to the State Office.

September 2003 the amendments to the wireless operations contracts will be started.

The Excel file with the monthly reports will be sent out to all county coordinators (sent 7/29/03).

Currently the funding levels for the FY04 contracts are as follows:

• Wireline	\$7,505,642
• Wireless Operations	\$1,252,126
• Wireless Implementation	<u>\$3,976,397</u>
TOTAL	\$12,734,165

Legislative Issues:

Bob Oenning stated that the legislature is not meeting at this time. Nationally the bills that are in Congress are moving regarding 911. *There was a request for the Clinton/Burns bill and the Federal 911 bill drafts be sent out to the counties. [Enclosed with this packet].*

NEW Business:

COPS 311 Grant [ENCL 5] – Bob Oenning reported on this grant that is out and available. Bob stated that Marlys has already done '311' Study to show why this is not a good idea. There was a request that the King County '311' Study be sent out to the counties. [Enclosed with this packet].

Enclosed are the quarterly reports from *Thornburg 9-1-1 Consulting [ENCL 6]*. There are two additional reports that were not included in the enclosed packet. Teresa Lewis will be sending those out via email.

Enclosed is the revised E911 Advisory Committee and Wireless Workgroup meeting schedule **[ENCL 7]** for the remainder of 2003.

Kurt Hardin introduced the new procedure cards regarding – 9-1-1 reports of distress calls from private aircraft **[ENCL 8]**, Airborne Airline events **[ENCL 9]**, and Reports of suspicious airborne object or aircraft **[ENCL 10]**. These were produced with the help of NENA, NASNA and North American Aerospace Defense Command (NORAD) and the WA State E911 office. There was a request from the State office for the county coordinators to take a look at these and suggest any changes they feel are needed. These changes need to be back to the State E911 office by June 25. Once they have been finalized they will be laminated and then sent out to the PSAP's. *It was also suggested that the cards be sent out via email.*

Telephone System Maintenance – the question is 'Is it more cost effective to go with actual costs versus maintenance agreements?' Discussion ensued regarding this issue. It appears to be much less expensive to do maintenance without contracts. It was suggested that a committee take a look at the issue and develop a report. A Maintenance Issue Taskforce was developed – Jim Quackenbush, Jim Ricks, Naomi Wu and Peggy Fouts (*chair*). For anyone else that is interested in being on this task force please contact Kurt Hardin at K.Hardin@emd.wa.gov.

The next meeting will be held THURSDAY, SEPTEMBER 18, 2003 at THE RADISSON SEATAC HOTEL.

ACTION ITEMS:

Naomi Wu motioned to approve the minutes from the June 12, 2003 meeting as amended. Jim Quackenbush seconded the motion. The motion carried.